

# NETWORK MANAGER REPORT

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FEBRUARY 2008

SUBMITTED BY Sloane Wright, General Manager

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## OVERVIEW

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### Operations

The month of February was productive with the continued increase in several application adoption rates. AI implemented four new applications and completed change management updates for five additional applications. With the continued support in the digital government initiative, we are focused on making 2008 an excellent year for Alabama e-Government.

Highlights for the month were:

- Alabama Interactive launched a Vehicle Information VIN check application for the Alabama Department of Revenue. This service will allow constituents the ability to obtain limited title information online. Due to an overwhelming response from lien holders, Alabama Interactive is in the process of creating a subscription service for this application.
- Under the guidance of the Alabama Department of Revenue, Motor Vehicle Division, Alabama Interactive launched a merchant service allowing licensees to renew and pay for their International Fuel Tax Agreement (IFTA) licenses online.
- Alabama Interactive completed an exam application for the Alabama Board of Heating and Air Conditioning. This application will allow new licensees to apply online for their certification examination offered by the PSI Testing Center.
- As of February, The Alabama Secretary of State's Uniform Commercial Code (UCC) has received 67 subscription accounts. Alabama Interactive is anticipating continued growth in 2008 after a fast start year to date. This service benefits lenders and businesses who frequently submit UCC-1 and/or UCC-3 filings with the Alabama Secretary of State.
- The Alabama Farmer's Market Authority recently redesigned their website. Alabama Interactive worked with their web designer to add the new look and feel to the existing Farmer's Market shopping cart application.
- The Alabama Department of Conservation and Natural Resources recently requested an update to their existing hunting and fishing license application. The update requires driver's license verification for all constituents looking to purchase their license online. By verifying the constituents' driver's license, constituents are no longer required to provide their social security number.
- Alabama Interactive completed an update for the Alabama Real Estate Commission. This update provided a new status code allowing the agency to deny course renewals as well as update their database with this information.

## **Marketing**

During the month of February, Alabama Interactive mailed marketing brochures to lenders who filed UCCs with the Secretary of State. The brochure mailer was an effort to drive adoption for the newly launched online filing system custom developed for the Secretary of State's office. The system was launched in December 2007 with the mailer as a follow-up to the fax broadcast in January 2008. With usage of the system growing steadily, we are encouraged by the efficiencies being realized by both the Secretary's office and the businesses interacting with Alabama.

Also during the month of February, the Alabama Department of Revenue issued a press release announcing the launch of the new VIN Check application. Included in the press release was the announcement that this information will no longer be available through phone calls to the Department. All calls and requests are being directed to the new application. The Department is very excited about the number of resources this new service will allow them to reallocate. It will also significantly increase the level of customer service the Department is able to deliver on more serious issues.

## **Customer Service**

In the month of February, Our customer service team worked with constituents and businesses as they completed their SOS, UCC filing online. With the recent influx of accessible users Alabama Interactive has received many calls and assisted several constituents with questions concerning filing UCC's online.

Online and offline chats experienced a heavy traffic load in February, exceeding 936 correspondences. One visitor supplied an incorrect email address for digital signature on their Engineers certificate of authorization application. The customer service team was able to respond in a matter of minutes with the email correction and confirmation receipt. The visitor, Vici Hood with Brown and Caldwell in Huntsville, AL replied with the following comment, "Thank you so much for confirming with me; your agency is to be commended for this great program and support!"

## **Development**

The AI Dev-Share team had two meetings during the month of February. During the first meeting we discussed development updates for NIC corporate, source code review, VM server updates, and payment processor switch from Cybersource to ECHO. AI has decided to build a custom source code review tool that will cover all of the aspects that we need in the application. We will be able to modify an existing testing review application to accommodate our code review requirements. During our second meeting we discussed the process of switching from CVS to subversion, the new VM server and environment, project management tools, Mantis, security scans, and code walk-throughs.

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## PROJECT REPORT

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### Completed New Applications for 2008

Agency	Application	Description	Date Completed
Alabama Department of Insurance	Merchant Services	This application will allow for constituents to pay their appointment continuations online.	01/02/2008
Alabama Department of Revenue	Trucking Portal	This website provides a single-source, one-stop portal for truckers in or passing through Alabama.	01/05/2008
Alabama Department of Revenue	International Fuel Tax Agreement (IFTA) Merchant Services	This application will allow for constituents to pay their IFTA license payments online.	02/22/2008
Alabama Heating and Air Conditioning Board	Exam	This application will allow for constituents to apply for their exam online.	02/20/2008
Alabama Department of Revenue	Vehicle Information Vin Check	This application will allow for constituents to obtain limited title information online.	02/22/2008

### Completed Updates for 2008

Agency	Application	Description	Date Completed
Alabama Department of Public Safety	Reinstatement Merchant Web Service	This web service integrates with the departments existing cash register system to provide a method to take credit cards.	01/19/2008
Alabama Real Estate Commission	Course Renewals	Update to allow users to view information during non-renewal periods.	01/19/2008
Alabama Real Estate Commission	Menu System	Update to existing menu system.	01/01/2008

Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman Updates for Spring 2008	Updates to last year's application.	01/10/2008
Alabama Board of Nursing	Reinstatement	Update to the existing application.	01/07/2008
Alabama Department of Public Health	EMT License Renewal	Update to automate export script.	01/10/2008
Alabama Department of Conservation and Natural Resources	Phone Sales	Update to existing print option for phones sales license envelopes.	01/10/2008
Alabama Department of Revenue	Business Privilege PSE	Added fiscal year option to existing application.	01/20/2008
Alabama Board of Examiners in Marriage and Family Therapy	Update to renewal application	Update to allow users to reprint their certificates	01/15/2008
Alabama Real Estate Commission	Course Renewals	Update to add option on the admin side to deny a course	02/11/2008
Alabama Department of Revenue	File Export Update	Update to existing export file for several applications.	02/20/2008
Alabama Department of Conservation and Natural Resources	Update to license application	Update to incorporate driver's license verification into hunting/fishing application.	02/26/2008
Alabama Department of Insurance	Merchant Services	Added echeck image for ACH transactions	02/19/2008
Alabama Farmer's Market Authority	Shopping Cart	Update to header/footer on shopping cart application.	02/26/2008

**In Testing...**

Agency	Application	Description	Status	Target Date
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is on hold by the agency.	April 2006
Alabama Home Builders Licensure Board	Expired Inactive Corporation	Allow licensees to renew their license online	This application is in agency testing.	March 2008
Alabama Department of Revenue	Initial Business Privilege Tax	Allow users to complete the initial privilege tax online	This application is in agency testing.	March 2008
Alabama Department of Revenue	Abandon Vehicles Title Search	Allows users to search for abandoned vehicles.	This application is in agency testing.	January 2008

**In Development . . .**

Agency	Application	Description	Status	Target Date
Alabama Department of Public Health	EMS facility renewals	Allows brick and motor buildings to renew licenses	This application is in development	TBD
Secretary of State	UCC Searches	Application to redact SSN from UCC documents	This application is in development	TBD
Alabama Board of Examiners in Counseling	License Renewal	Allows users to renew licenses	This application is in development	April 2008
Alabama Criminal Justice Information Center (ACJIC)	Limited Criminal Histories	Allows users to complete Alabama Criminal background checks of all arrest, court and traffic records	This application is in development	April 2008

### Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Department of Conservation and Natural Resources	Magazine Update	Allow citizens to pay for licenses, gifts, subscriptions at same time	This application is in the pre-project planning phase	July 2007
Alabama Department of Revenue	PSE Receipt Update	Will place barcodes on all receipts	This application is in the pre-project planning phase	August 2007
Department of Conservation and Natural Resources	Magazine Extract	Will update format of extract	This application is in the pre-project planning phase	February 2008
Alabama Department of Corrections	Shopping Cart	Allow users to pay for shopping cart items	This application is in development	TBD
Department of Conservation and Natural Resources	License Sales	Will incorporate driver's license verification into hunting/fishing application.	This application is in the development planning phase	February 2008
Alabama Board of Chiropractic Examiners	Licensing Update	Ownership type update to export file	This application is in the development phase	March 2008
Alabama Board of Interpreters and Transliterators	License Sales	Update will include PDF certificate receipt	This application is in the pre-project planning phase	April 2008

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## SERVICE REQUESTS

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### **Service Request #158**

#### **Alabama State Bar Association – Convention Registration**

Alabama Interactive requests and recommends that this service for the Alabama State Bar Association is added to the network. The online license renewal application will be a convenience fee service and will be developed at no cost to the Association.

### **Service Request #159**

#### **Alabama State Bar Association – Sections Renewal**

Alabama Interactive requests and recommends that this service for the Alabama State Bar Association is added to the network. The online sections renewal application will be a convenience fee service and will be developed at no cost to the association.

### **Service Request #160**

#### **Alabama Department of Revenue – Motor Vehicles, Form 04**

Alabama Interactive requests and recommends that this service for the Alabama Department of Revenue is added to the network. The online application will be a convenience fee service and will be developed at no cost to the department.



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## MONTH IN REVIEW

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Total February AI Network Transactions	189,091
Average Successful Request per Day:	6,520
Total February alabama.gov Visitors:	318,952
Total February alabama.gov Page Views:	1,179,023
Total February alabama.gov Chats or Offline Messages from Live Help:	977

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## OPERATIONS & ADMINISTRATION

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Alabama Interactive followed a productive January with the hiring of a new developer in February. David Ganey joined the team out of Troy University. David graduated Cumme Laude with a degree in Computer Science. Already, he has proved to be a huge help with several projects, both new applications as well as updates to current ones.

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## OTHER BUSINESS/IN CLOSING

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In closing, February was another successful month for the portal with the launch of four services and another five updates. The next few months should see several more new application releases and many more updates. We are looking forward to a great 2008.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at [sloane@alabamainteractive.org](mailto:sloane@alabamainteractive.org)

Respectfully Submitted,

Sloane Wright